

DEPARTMENT OF SOCIAL SERVICES

700 Street, Sacramento, CA 95814
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January 26, 1984

ALL-COUNTY INFORMATION NOTICE I-12-84

TO: ALL-COUNTY WELFARE DIRECTORS

SUBJECT: PAYMENT VERIFICATION SYSTEM UPDATE: REPORT OF RSDI, UI/DI;
DE 8720 SYSTEM

REFERENCE: I-04-83, I-53-83, and I-58-83

The portion of the Payment Verification System (PVS) for reporting RSDI, UI and DI benefits is a computer match system introduced earlier this year to provide benefit information to counties. This letter will inform you about issues that have been raised and planned refinements of the system. In addition, the letter provides an update on certain aspects of the DE 8720 (Unemployment and Disability Insurance) part of the PVS. (The DE 8720 system allows counties to submit a DE 8720 to the Employment Development Department (EDD) for each record.) Contacts for your questions are also included.

PVS RSDI

The PVS RSDI has been providing monthly reports to each county since April 1983. The reports provide counties with RSDI benefit information for recipients in the AFDC program and certain other aid programs. The system is intended to help counties determine that RSDI benefits reported by AFDC recipients match those amounts reported by the Social Security Administration (SSA). The system also reduces the need for paper processing via the CA 810 and SSA 1610 by reporting all cases where benefits have begun, increased, or changed. The reports are in print or on image tape for each California county, arranged in order of district and Eligibility Worker (EW). When district and worker information is not available, the printouts are in case number order for each county.

Data Tapes Available

Data tapes of each county's report will be available beginning with the December run, which will be released in early January. Counties wishing to receive a data tape should contact the AFDC Corrective Action Bureau. Data tapes will be 9 track 1600 BPI EBCDIC unless a county contacts the AFDC Corrective Action Bureau to request another format.

Resolving Discrepancies on the PVS

When you have questions about the system, contact us quickly. Until October 1983, the data were purged after 90 days. PVS data are now purged 180 days after the run date. It is equally important to provide us specific information so we will be able to investigate your concerns effectively. Specifically, we need case name and number, Social Security number, run date, and detailed information about what did or did not happen.

Specific Issues:

District and Worker Identification

One of the most serious issues some counties have raised is that a significant number of records have an absent or incorrect district and/or EW identification number. This forces counties to find each district and worker by county case number, which can consume a large amount of time. DSS has investigated this problem. We found that the PVS records for district and EW have not been updated monthly. The system is being programmed to include a monthly update of these data. The entire run you will be receiving in January will have the most current available district and worker number. We expect significantly fewer missing or incorrect EW numbers on this and following runs.

Spouse's Benefits

When the first month's PVS information was sent to counties, a wife's RSDI benefits resulting from her own earnings were counted in addition to the benefits based on the husband's entitlement. The system has since been reprogrammed. You will no longer find these cases in the data you receive.

Unmatched Records Not Clearly Marked

In a small number of cases, RSDI data received by counties show a match between SSA and CWD information even though not all the identifying items (name, birthdate, sex, and SSN) match. The information returned is actually a restatement of county-supplied data. DSS is analyzing the program to try to find an acceptable resolution of this problem. Factors we are considering include the nature of information supplied to us by SSA, the data in the Eligibility History File (EHF), confidentiality and programming. You will be informed when progress is made on this issue.

Benefits Terminated Long Ago

The PVS-RSDI system provides records for recipients whose RSDI payments ended as long ago as 1974. DSS is investigating whether counties can use records of this nature. Several counties have been contacted, and stated that they do not want records where benefits have not been paid for a long time. The period during which reports will be made after the last RSDI payment reported by SSA is being reevaluated by DSS.

Accuracy of Reported Benefits

The PVS reported benefits sometimes are not in conformity with other evidence of RSDI benefits paid. We have begun extensive efforts to find the source(s) of these discrepancies. It appears that part of the problem may lie with the data provided to DSS by Social Security. Pinpointing the source(s) of these discrepancies requires your help. When you find case(s) with this problem, please inform us quickly, including case-specific information, the exact nature of the variance, and your efforts made to resolve it.

DE 8720 SYSTEM UPDATE (See ACIN I-40-83 Dated March 18, 1983.)

DE 8720, Rev. 1 (5/82) Information Requests

ACIN I-58-83 instructed the counties to use only form DE 8720, Rev. 1 (5/82) effective July 1, 1983. Numerous counties have nevertheless continued using the old form. Because of this, and as a courtesy, EDD and DSS were, until October 14, 1983, returning the old forms (without processing) to the counties. Beginning on that date, however, all such forms received by EDD were discarded without processing. This policy will continue.

When submitting the DE 8720, Rev. 1 (5/82) form counties must insure that the correct six position requester code is entered on the DE 8720 prior to submittal. The letter "W", indicating welfare request, must always be entered in the first position followed by the two digit county code in the second and third positions. The fourth, fifth, and sixth positions are for county use and can be alpha or numeric. When entering numeric characters, do not use 0, 2, 7, or Roman numerals. All sections must be complete and accurate. We have been experiencing an unreasonable number of errors in the completion of this form.

Illegible numbers and letters are also a major problem preventing accurate and prompt processing of these county requests for information.

As explained in ACIN I-134-82, counties may receive credit for DE 8270 information requests erroneously charged to them. However, the minimum adjustment allowable at any one time is \$5.00 (e.g., 45 Social Security numbers x \$0.11112 = \$5.00).

Since that ACIN was issued we have found that some counties retain the request forms output data erroneously charged and sent to them. Only when enough accumulate to qualify for an adjustment are they returned. When this occurs, the data are received too late to make it beneficial for the data to be forwarded to the correct county(s).

Therefore, we request that you begin returning this data promptly on a flow basis to enable it to be forwarded to the correct county for their use.

Counties may continue to receive credit for erroneous charges. When at least enough data has been returned during a fiscal year to meet the five dollar minimum credit, a letter requesting credit may be submitted. The letter should list the number and dates of returns, the amount of credit desired, and explain how it was determined the data were not requested by the county.

Local EDD Contacts

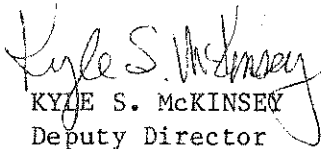
Some local EDD offices have received direct requests from counties for information which is available using the DE 8720 request process. Do not contact local EDD offices for UI or DI payment information using the ABCD 351 or other means, including form letters and telephone calls, unless you believe the data reported is erroneous. All routine requests must be made on the revised DE 8720 and sent to Sacramento.

Local EDD offices may be contacted only when a county receives incomplete or inaccurate information. In that case a county must state in writing the nature of the discrepancy and attach a copy of the relevant form. The county must enclose a postage-paid return envelope preaddressed to the county.

Department of Social Services Contacts

The AFDC Corrective Action Bureau provides consultation and technical advice for these systems. Information about the PVS RSDI-UI-DI report is available from Kathleen Delaney. Contact Peter Manston in regard to the DE 8720 system.

If you want further information, please contact the AFDC Corrective Action Bureau staff at (916) 445-4458.


KYLE S. MCKINSEY
Deputy Director

cc: CWDA